

DOUG PORTER

ValueOptions

SENIOR VICE PRESIDENT, PUBLIC SECTOR AND SPECIALTY PROGRAMS

PROFESSIONAL EXPERIENCE

ValueOptions, Inc.

2008 - Current

Senior Vice President, Public Sector and Specialty program

- Responsible for oversight and operations of all Public Sector programs across the nation project management processes, and collaborating across the company to provide additional resources to some of our largest key initiatives.
- Serves as an internal consultant when working on defining problems and opportunities, and as an additional hands-on resource while working with the various project teams to implement solutions.

Express Scripts

2004 - 2007

Senior Vice President, Client and Patient Services

- Developed strong, independent, creative leadership team to lead 24 hours a day, seven (7) days a week, 365 days a year patient critical operation.
- Instilled patient-centered culture aligning recruitment, training, recognition, organizational design, work-flows, metrics, automation and management process to effectively and consistently serve and grow our patient base – built strong employee brand/ line of sight to customers.
- Implemented lean six-sigma culture and disciplines to drive consistent, sustainable service improvements while permanently reducing / eliminating costs.
- Improved client satisfaction net promoter scores by 44percent.
- Implemented patient satisfaction survey; increased net promoter score by 2 points; received sequential quarterly bonus payments for superior service from largest customer.
- Increased pharmacy productivity by 13 percent.
- Reduced inventory days-on-hand by 20 percent and lowered replacement costs by 36 percent.
- Consolidated four pharmacies and three patient care centers; built two enterprise care centers.
- Reduced call cost per script (five percent) and call frequency (10 percent) while increasing EBTIDA / patient savings.
- Improved safety and accuracy, reducing dispensing defects by 31.4 percent.
- Served as executive sponsor to key accounts and participated extensively in sales process to bring service passion and quality commitment to life for customer acquisition, retention and profitability.

Senior Vice President, Client Services

2002 - 2002

- Responsible for customer account management, new customer implementation, eligibility, and benefits and participants materials. Scope included five sites, 500 associates and \$25 M budget.
- Established industry recognized implementation process turning a significant impediment for change into an opportunity for acquiring new clients. Achieved 98 percent client referral rate.
- Lead company's largest client start-up: building of new facilities / automation, system development, third party vendor management, patient communications and transition.

CIGNA HealthCare**2001- 2002****Vice President, Employer Services**

- Responsible for CIGNA HealthCare customer installation, eligibility, accounts receivable billing, customer contracts, vendor management, claim and inquiry benefit loading, and banking relationships *2,300 associates and a budget of 130M).
- Implemented market and customer aligned organization to provide “end-to-end” service accountability and drive deeper partnerships with Sales to focus on growth.
- Reduced HMO accounts receivable aged inventory by 34 percent to 17M.
- Held year over year expense growth to zero percent against volume driver growth of five percent.
- Improved customer service and quality survey scores by five percent during period of significant internal and external change.

Vice President, Transformation**1999 - 2001**

- Developed and implemented CIGNA HealthCare’s strategy, systems, processes and organization to migrate 30,000 employer customers and 14M medical and 11M dental members from legacy environments to Transformed products, systems, and processes.

United HealthCare**1998 - 1999****Vice President, Uniprise Operations Improvements and Analysis**

- Lead identification, development and implementation of system, process, and quality initiatives to improve service levels, reduce costs and increase associate capabilities and ownership of results.
- Improved auto-adjudication by 30 percent, reducing expenses by 15M.
- Developed and implemented customer service strategy, organizational design and systems.

Vice President, Uniprise Strategic Business Systems Implementation**1995 - 1998**

- Responsible for health plan customer conversions from legacy systems and processes to standard national platforms and products.
- Lead three major health plan business integration and system conversion projects for over 1M members, completing work on schedule with positive internal and external results.
- Migrated over 5M members and 100 customers from legacy to strategic systems.

CIGNA HealthCare**1992 - 1994****Assistant Vice President, Sales Effectiveness**

- Developed and implemented sales organization re-design initiative, changing job accountabilities, compensation, performance standards, and production standards, contribution to a 50 percent increase in sales over the next two years period.

Assistant Vice President, EQUICOR Integration**1991 - 1992**

- Transitioned over 100 EQUICOR customers, representing four billion in annual premiums, to CIGNA contracts and business processes.
- Directed diverse cross-functional team to complete transition ahead of schedule without major service or customer retention issues.

Assistant Vice President, Product and Field Support**1988 - 1991**

- Direct unit of 160 employees with a budget of \$12M supporting 5,000 field claim professionals

in the areas of system development, policy and procedures, training and product development.

Assistant Vice President, Health Plan Administration and Systems 1987 - 1988

- Directed development and installation of new comprehensive health plan processing system for 22 health plans in 15 month timeframe to standardize operations, reduce costs and improve management.

Business Controller, CIGNA Life Insurance Company of North America 1985 - 1987

Assistant Business Controller, Group Insurance Division 1983 - 1985

CIGNA, Group Pension Division, Customer Service and Systems 1979 - 1983

PROFESSIONAL AFFILIATIONS

- National MS Society, Gateway Chapter – Board Member
- St. Louis Children’s Hospital – Board Member

EDUCATION

University of Connecticut	1980
B.S., cum laude, Political Science	Storrs, Connecticut